

Report to: Webber & Quentin Board – Wednesday 24th July 2019.
Presented by: Sirajul Islam – TMO Manager.
Subject: Performance Report from 1st April 2019 to 30th June 2019.
Type of Report: For discussion.

1. Purpose of Report

1.1 To advise members of the Board our performance for Quarter 1 - as at 30th June 2019.

2. Key issues

- 2.1 Rent Collection – in target (98.6%).
- 2.2 Estate Inspections – in target (100% A or B).
- 2.3 Repairs – in target (91%).
- 2.4 Voids & Lettings – In target.
- 2.5 Biannual Tenancy Checks – *Not in target.*
- 2.6 Formal Complaints – 1 received and dealt within target times.
- 2.7 MP and Members Enquiry – 1 received and dealt within target times.
- 2.8 ASB – 1 ASB case logged and all dealt with within target times.
- 2.9 Fire Risks Assessments – 7 high risks and 5 medium risks FRA actions are still logged against the TMO by Southwark H&S Team.

3 Recommendations

3.8 W&Q Board members are asked to note and discuss performance.

4 Performance summary

4.1 The table below shows performance summary from 1st April 2019 to 30th June 2019, for key areas of service;

Indicator	Target 2019/20	Quarter 1	Year to date – 30 th June 2019.
Rent Collected	98%	98.6%	98.6%
Estate Inspections	80% A or B (and 5% D)	100% (A or B Achieved)	100% A or B
Repairs Completed on time	90%	91%	91.8%
Voids turnaround time	28 Calendar Days	28 days (1 VOID)	28 days (1 VOID)
Biannual Tenancy Check	50% (50)	2	2
Formal Complaints	15 working days	1 (repairs)	1 (In target)
MP or Members Enquiry	10 working days	1 (tenancy management)	1 (In target)
Anti-Social Behaviour	Cat 2 – 3 days Cat 3 – 5 days	1 (responded in time)	1 (responded in time)

4.2 Rent Arrears/ Collection:

- 28 accounts are currently being managed by Southwark (33 accounts not transferred at the time of going live - 3rd April 18).
- One property sold via RTB scheme in 2018/19 and breakdown on properties are;

	April 2018	Quarter 1 (19/20)	Quarter 2 (19/20)	Quarter 3 (19/20)	Quarter 4 (19/20)
Total Leasehold	63	64			
Total Tenancies	101	100			
Accounts Managed by TMO	68	72			
Hand-back	33	28			

- Arrears actions taken from 1st April to 30th June 19;

Actions taken	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total to date
Account monitoring	9				
Phone/ email chase ups	8				
Home visits	10				
CAR-2	25				
Referral to Southwark	0				

- 20 tenants are in rent arrears as at 29th June, which amounts £4,943 arrears;

Arrears band (£)	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Nb. of case in arrears	£						
<100	5	221						
100 to 249	6	962						
250 to 499	6	1,972						
500 to 999	3	1,788						
1,000 to 1,499	0	0						
1,500 to 3,500	0	0						
Total	20	£4,943						

- Current position of all £500+ cases;
 - Case 1: Pays rent irregularly but does not respond to arrears letters.
 - Case 2: UC case - Tenant has agreement in place, pays £530/month.
 - Case 3: Has agreement in place – pays £500/ month

4.3 Estate Inspections:

Formal inspections with Board members started from August 2018. Target is to achieve 80% A or B during the monthly inspections.

Grade A – An exceptionally high standard that is unlikely to be maintained at all times but is the aim during the cleaning and servicing operations.

Grade B – The scheme/site is not totally free of litter and dirt but the extent of it is unlikely to be noticed by many and will not cause an adverse perception of the cleanliness of the scheme being surveyed.

Grade C – The issue (litter, dirt etc) is widespread in the area being monitored and many people would notice its presence. Some residents may complain.

Grade D - particularly poor standard for this issue, with a heavy presence throughout the area. Majority of people would notice the issue in question and its presence is likely to cause an adverse perception for many.

- Estate inspections summary for April 19 to June 2019;

	A	B	C	D	TOTAL
Webber	63	54	0	0	117
Quentin	21	36	0	0	57
TOTAL	84	90	0	0	174
%	48%	52%	0%	0%	

- Just ASK have been appointed as the cleaning and gardening contractor from August 2019 - see attached briefing note.

4.4 Repairs Performance Breakdown;

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Nb. jobs issued	52				
Nb. jobs completed	47				
Nb. jobs completed on Time	44				
% of Jobs completed on time (90%)	91%				
% of jobs pre-inspected	31% (16)				
% jobs post-inspected	21% (11)				
Nb. Carpentry jobs issued	6				
Nb. Electrical jobs issued	10				
Nb. Plumbing jobs issued	22				
Technical Inspections	5				
Others	9				

- Number of repairs were cancelled at end of last year and reissued to new contractor.
- Total of 131 repairs were reported last year and only 21 in Q1.

4.5 Voids:

- We had one VOID in Quarter 1 and it was completed in 28 days. This was pending VOID from 2018/19.

4.6 Biannual Tenancy Checks:

- All TMOs are required to carry out 50% tenancy audits each year.
- We have carried out 35 tenancy audits last year and only 2 this year.
- Tenancy Checks and recruiting new TMO members will be a high priority for TMO Housing Officer in Quarter 2.
- Two tenancies are with Southwark Legal Team for investigations.

4.7 Anti- Social Behaviour:

- 1 new ASB case (youths loitering in the Building) reported in Quarter 1.
- There are currently five live ASB cases at 30th June 2019.
- ASB types and actions during the period of 1st April 19 to 30th June 2019,

Crime or ASB	Cases
Category 1 (Harassment, Drug dealing & Dangerous Dogs)	0
Category 2 (large items being thrown over the balcony)	0
Noise (Domestic noise, loud music & party,)	4
Use of communal space	1
Total actions generated/ taken from 1 st April 2019 to 30 th June 2019.	30

4.8 Fire Risks Assessments:

- Current position of Southwark FRA report and pending action points;

	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	High Risk	Med Risk	Low Risk	High Risk	Med Risk	Low Risk	High Risk	Med Risk	Low Risk	High Risk	Med Risk	Low Risk
FRA action reported	7	5	0									
FRA action taken	7	5	0									

- Southwark FRA Officer attended the special members meeting held in April 2019 and clarified FRA positions on various issues such as washing lines; door mats and planters.
- Council advice leaflets and letters to residents has not been communicated and we are chasing this.
- Six FRA actions have been referred to Southwark to action.
- Door knockings are being carried out during estate visits and tenancy audits, and reminders are also being sent to residents to comply with FRA actions.
- We have taken 19 direct FRA actions in Quarter 1- these are not part of Southwark FRA report.

4.9 Management Account as at 30th June 2019 – Quarter 1;

Income	Budgeted 19/20 £	Actual to date £	Notes/ Comments
<i>TMO Allowance</i>	<i>151,004.00</i>	<i>37751.00</i>	
<i>Bike Locker</i>	<i>1,100.00</i>	<i>156.00</i>	
<i>Positive Rent Demand</i>	<i>0</i>	<i>5429.72</i>	<i>Positive rent demand for Q4 2018-19</i>
<i>Grants</i>	<i>0</i>	<i>0.00</i>	
<i>Others</i>	<i>0</i>	<i>500.00</i>	<i>Donation from Standage</i>
Total £	£152,104.00	£43,836.72	

- Reserves policy agreed in May 2019 Board for the year is £38,000.00
- Bank reconciliations carried out on 15th July 2019, and balance as per our cash book is £68,935.68:
 - Co-Op Bank Balance - £68,930.68
 - Lloyds Bank Balance - £5.00

Expenditure	Budgeted 19/20 £	Actual to date £	Notes/ Comments
Accounting	5,649.00	81.00	
Board & Events	4,500.00	479.65	Board Member attendance at NFTMO Conf
Office & Admin	4,535.00	849.28	
Staffing	57,240.00	12119.25	Inc. Training (Staff attendance at NFTMO Conf)
IT & Website	2,744.00	84.96	
Legal & Professional	3,294.50	1307.44	Inc 12 Months Zurich Insurance Cover. Moorepay bills are paid in arrears.
Total Overheads	£77,962.50	£14,921.58	
Repairs & VOIDS	32,000.00	6412.63	Actual total Repairs commitment for Q1 is £14021.164
ECO & Lighting	3,000.00	0.00	
Cleaning & Gardening	35,560.00	5040.00	£5,040 costs for Apr-May. Awaiting Pinnacle gardening invoice (Mar 19 - June 19) - £1,825
Others	0.00	0.00	
Total Estate Services	70,560.00	£11,452.63	
Others:			
Rent Demand	0.00	0.00	
Off set for Handback Cases	0.00	0.00	
TOTAL	£148,522.50	£26,374.21	Estimated total expenditure for Q1 is £38,659.00
Budgeted Surplus	£3,581.50		

- Expenditure reported on invoices paid.
- Actual total repairs commitment for Q1 is £14,021 and the reasons for high repair figures are;
 - £1k responsibility has been clarified and TMO will have to carry-out works up to the value of £10K.
 - Number of repairs were unfinished from last year and had to be reissued to AE Elkins.
 - Overall lot more repairs are being reported to the TMO then last year.
 - Total sum includes VOIDS works (moved from last year to this year) - £5,472.75

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